

EX PARTE OR LATE FILED



GTE Service Corporation  
1850 M Street, N.W., Suite 1200  
Washington, DC 20036  
(202) 463-5291

May 12, 1995

Mr. William F. Caton  
Acting Secretary  
Federal Communications Commission  
Washington, DC 20554

RECEIVED

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TELETYPE UNIT  
COMMUNICATIONS SECTION

RE: *Ex Parte* Filing - CC Docket No. 92-256 (GTE ONA)

Dear Mr. Caton:

The attached revised sample customer notification letters and ballots were prepared by Mike Drew of GTE at the request of Ms. Rose Crellin in the above matter.

Two copies of this Notice are hereby filed with the Secretary of the Commission in accordance with Section 1.1206(a)(2) of the Rules. Please include this letter in the record of this proceeding.

I may be reached at (202) 463-5291 if further information is needed.

Sincerely,

F. Gordon Maxson  
Director -Regulatory Affairs

C: Ms. Rose Crellin

No. of Copies rec'd 051  
List A B C D E

SAMPLE

**Dear Business Customer:**

- Our account representatives use this information in providing you with telephone service. They may review your CPNI as they prepare to talk to you about new services and equipment. CPNI is an important tool we use in designing your telecommunications systems.
- Your CPNI decision on the attached reply card will determine which of our employees will serve your account. Most of our representatives can market basic telephone services (such as basic business service and CentreNet), customer premises equipment (such as telephone sets), and enhanced services (such as voice mail). Some representatives can not market enhanced services.
- A "yes" to section A.1. on the reply card will allow our representatives to consider our full range of products and services, including enhanced services, in our efforts to provide the best solutions to your telecommunications needs.
- If you do not wish your CPNI to be used by GTE account representatives, mark "no" on section A.1. However, if you mark "no", we won't be able to consider our enhanced services even if they would be helpful in meeting your telecommunications needs.
- Your records are carefully guarded. We do not provide them to other vendors of enhanced services unless you tell us to do so in writing.
- Other vendors besides GTE also provide enhanced services. You may direct us to provide your CPNI to them by filling out section B on the reply card.
- If no response is received from you, your CPNI will generally be available for us to use in marketing GTE's complete product line.
- You may give permanent or temporary directions for our handling of your CPNI. Your response will apply to all lines billed to the number(s) on this account and for new services you may add later at your location.
- You may change your instructions on how you want us to handle your CPNI at any time. If you need another reply card, call the toll-free number listed below.

Sincerely,

SAMPLE

**SAMPLE**  
(2-20 Line Business Customers)

ATTACHMENT

**CPNI ANNUAL NOTIFICATION CUSTOMER RESPONSE FORM FOR ENHANCED SERVICES**

**GTE use of my account information for enhanced services:**

A.1. ☐ Yes, GTE representatives who market enhanced services may refer to my account information (CPNI) in recommending telephone-related systems or services to me.

☐ No, at this time I don't want GTE's representatives who market enhanced services referring to my account information (CPNI).

A.2. ☐ If you would like to restrict GTE access to your CPNI for less than one year, indicate the dates:

\_\_\_\_\_ to \_\_\_\_\_

**DO YOU WANT YOUR TELEPHONE ACCOUNT INFORMATION RELEASED TO OTHER ENHANCED SERVICES VENDORS?**

B.1. ☐ Yes, release my account information to those enhanced services vendors that request it.

☐ No, do not release my account information.

☐ Yes, but release my account information only to the following enhanced services vendors:

\_\_\_\_\_  
VENDOR NAME

\_\_\_\_\_  
VENDOR NAME

B.2. Please release only the following account information:

- a. ☐ Telephone number and service location.
- b. ☐ Usage and billing data (e.g., number and length of calls)
- c. ☐ Telephone numbers called
- d. ☐ Billing name and address
- e. ☐ Type of service (e.g., Call Waiting)
- f. ☐ Class of service (e.g., business)
- g. ☐ Number of phone lines on account

B.3. ☐ If you would like to release your CPNI to other enhanced services vendors for less than one year, indicate the dates:

\_\_\_\_\_ to \_\_\_\_\_

B.4. ☐ Cancel all previous instructions (including letters of agency) regarding release of my account information to other enhanced services vendors.

Your signature on this reply form applies to all telephone numbers on this account and for any new services you may add later at your location. If you would like partial restriction of the telephone numbers on this account, please check below.

☐ I would like to discuss partial restriction of my CPNI with my account representative.

Your choices will remain in effect unless changed by you in writing.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
(Signature Required)

Name: \_\_\_\_\_ Position/Title: \_\_\_\_\_  
(Please Print)

Company Name: \_\_\_\_\_

**SAMPLE**

# SAMPLE

(Greater than 20 Line Business Customers)

Dear Business Customer:

Each year, the Federal Communications Commission (FCC) requires us to inform business customers about the records we keep concerning their telecommunications services. The FCC term for these records is Customer Proprietary Network Information (CPNI). CPNI includes the type, locations and quantity of GTE services to which you subscribe, how much you use them, and the associated billing records. You need to know the following:

- Our account representatives use this information in providing you with telephone service. They may review your CPNI as they prepare to talk to you about new services and equipment. CPNI is an important tool we use in designing your telecommunications systems.
- Your CPNI decision on the attached reply card will determine which of our employees will serve your account. Most of our representatives can market basic telephone services (such as basic business service and ContraNet), customer premises equipment (such as telephone sets), and enhanced services (such as voice mail). Some representatives can not market enhanced services.
- A "yes" to section A.1. on the reply card will allow our representatives to consider our full range of products and services, including enhanced services, in our efforts to provide the best solutions to your telecommunications needs.
- If you do not wish your CPNI to be used by GTE account representatives, mark "no" on section A.1. However, if you mark "no", we won't be able to consider our enhanced services even if they would be helpful in meeting your telecommunications needs.
- Your records are carefully guarded. We do not provide them to other vendors of enhanced services unless you tell us to do so in writing.
- Other vendors besides GTE also provide enhanced services. You may direct us to provide your CPNI to them by filling out section B on the reply card.
- Customers with more than 20 lines must give us written permission on the attached response form before we can use their CPNI to market enhanced services to them.
- You may give permanent or temporary directions for our handling of your CPNI. Your response will apply to all lines billed to the number(s) on this account and for new services you may add later at your location.
- You may change your instructions on how you want us to handle your CPNI at any time. If you need another reply card, call the toll-free number listed below.

We want to hear from you. Please indicate your CPNI decision on the attached "CPNI Annual Customer Response Form for Enhanced Services" and return it to us in the enclosed envelope. If you have any questions, please call us at 1-800-XXX-XXXX.

Sincerely,

GTE Telephone Operations

# SAMPLE

# SAMPLE

(Greater than 20 Line Business Customers)

ATTACHMENT 1

## CPNI ANNUAL NOTIFICATION CUSTOMER RESPONSE FORM FOR ENHANCED SERVICES

### GTE use of my account information for enhanced services:

A.1. ☐ Yes, GTE representatives who market enhanced services may refer to my account information (CPNI) in recommending telephone-related systems or services to me.

☐ No, at this time I don't want GTE's representatives who market enhanced services referring to my account information (CPNI).

A.2. ☐ If you would like to restrict GTE access to your CPNI for less than one year, indicate the dates:

\_\_\_\_\_ to \_\_\_\_\_

### DO YOU WANT YOUR TELEPHONE ACCOUNT INFORMATION RELEASED TO OTHER ENHANCED SERVICES VENDORS?

B.1. ☐ Yes, release my account information to those enhanced services vendors that request it.

☐ No, do not release my account information.

☐ Yes, but release my account information only to the following enhanced services vendors:

VENDOR NAME

VENDOR NAME

B.2. Please release only the following account information:

- a. ☐ Telephone number and service location.
- b. ☐ Usage and billing data (e.g., number and length of calls)
- c. ☐ Telephone numbers called
- d. ☐ Billing name and address
- e. ☐ Type of service (e.g., Call Waiting)
- f. ☐ Class of service (e.g., business)
- g. ☐ Number of phone lines on account

B.3. ☐ If you would like to release your CPNI to other enhanced services vendors for less than one year, indicate the dates:

\_\_\_\_\_ to \_\_\_\_\_

B.4. ☐ Cancel all previous instructions (including letters of agency) regarding release of my account information to other enhanced services vendors.

Your signature on this reply form applies to all telephone numbers on this account and for any new services you may add later at your location. If you would like partial restriction of the telephone numbers on this account, please check below.

☐ I would like to discuss partial restriction of my CPNI with my account representative.

Your choices will remain in effect unless changed by you in writing.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
(Signature Required)

Name: \_\_\_\_\_ Position/Title: \_\_\_\_\_  
(Please Print)

Company Name: \_\_\_\_\_

Customers with more than 20 lines must give us written permission on this form before we can use their CPNI to market enhanced services to them

# SAMPLE